

2. BASIC RULES FOR VOICE OPERATION

2.1 GENERAL

The manner in which radio messages are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of the **DO'S** and **DON'TS** outlined here, plus specific procedural examples shown elsewhere, will lead to professional performance.

- 2.1 A Listen before transmitting to make certain the talk group is clear of traffic and organize your thoughts before transmitting. **On a trunked radio system, only ONE person can transmit at a time on a talk group.**
- 2.1 B Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy and brevity is all important and they should be considered in that order.
- 2.1 C Speak distinctly and pronounce words carefully. Speak at moderate speed using your conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases, not one word at a time.
- 2.1 D Avoid transmitting when sirens are operating at a high level.
- 2.1 E Use authorized unit and equipment designations in all transmissions. Use of partial designations is not acceptable.
- 2.1 F The use of so-called "*10-Signals*" is not authorized for Fire/Rescue and EMS Communications. This is to avoid potential confusion with unit or personnel designations. Standard phraseology to be used is listed elsewhere in this Communications Procedural Manual.
- 2.1 G During all radio operations, remain calm. Be careful to avoid uncivil, angry, abusive, derogatory or sarcastic remarks or language. When faced with such a situation, maintain control. Don't attempt to retaliate - proceed with the business at hand.

- 2.1 H Unless conditions are known to be difficult, eliminate unnecessary calls. Whenever possible, identify yourself and send your message in a single transmission.

EXAMPLE:

GOOD:

Unit: Headquarters - Engine 1-65 on-the-scene Headquarters:
Engine 1-65, 0730

POOR:

Unit: Engine 1-65 to Headquarters Headquarters: Go Ahead
Unit: We're Responding Headquarters: Engine 1-65 0730

- 2.1K All units should assume good signal strength and readability unless otherwise notified. Unless one unit cannot clearly hear another, or except when tests are being conducted, strength and readability reports will not be requested. When an exchange is necessary, the reply will be a short and concise statement of actual conditions:
"LOUD AND CLEAR," "WEAK BUT READABLE," "STRONG BUT DISTORTED," "UNREADABLE," etc. Terminology such as **"FIVE BY FIVE," "COPY OK," "TEN TWO,"** etc. will **NOT** be used.

2.2 STANDARD WORDS AND PHRASES

<u>PROCEDURE WORD</u>	<u>MEANING</u>
ADVISE	Give this message to/or provide me with the necessary information.
ARRIVING	Acceptable manner for advising arrival at the scene of an incident.
AVAILABLE	Unit is returning from a non-available status or leaving the scene of an incident.
CLEAR	Unit is returning from a non-available status or leaving the scene of an Incident.

COPY

Message received

ENROUTE

Acceptable manner in which to place a unit on-the-air when it is running an emergency call.

MAYDAY

Distress signal for a firefighter down or in distress.

OKAY

Message received.

ON-THE-SCENE

Acceptable manner for advising arrival at the scene of an incident.

OUT-OF-SERVICE

Not available for call.

OUT-AT

Acceptable manner for advising arrival at the hospital or secondary location.

PRIORITY

A message of paramount importance involving an emergency where life or personal injury is at stake or critical situations requiring immediate assistance.

RESPONDING

Acceptable way to place a unit on-the-air when it is running an emergency call.

RETURNING
NOT AVAILABLE

Leaving present location and not available for a call.

SAY AGAIN

Repeat your last message.

STANDBY

Listen, but do not transmit until directed to do so.

TIME

The numbers following are the time of this transmission.

TRANSFERRING

Acceptable way to place a unit on-the-air after it has been dispatched to cover another station.